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SEMINAR ON DEMOGRAPHIC STATISTICS

Addis Ababa, (Ethiopia), 9-12 December 1[illegible]

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A. INTRODUCTION

1. The seminar on tourism statistics organized jointly by the Economic Commission for Africa (ECA) and the World Tourism Organization (WTO) was held at Africa Hall, ECA Headquarters in Addis Ababa, Ethiopia from 8 to 12 December 1986.

B. ATTENDANCE

2. The seminar was attended by the representatives of the following countries: Burkina Faso, Cameroon, Cote d'Ivoire, Djibouti, Egypt, Ethiopia, Kenya, Mauritius, Rwanda, Tanzania, Togo, Uganda, Zaire and Zimbabwe. The Ghana delegation which arrived too late to participate in the deliberations was given the document of the seminar and informed of the result achieved by ECA.

C. OPENING

3. The opening ceremony was chaired by the Executive Secretary of ECA.

Opening Statement (Agenda item 1)

4. In his opening address the ECA Executive Secretary welcomed the participants and expressed satisfaction at the convening of the meeting. He said that this seminar, the first of its kind in Africa was the result of a close co-operation between WTO and ECA. He expressed the hope that such a co-operation would be beneficial to the member States of the two organizations.

5. The ECA Executive Secretary then went on to emphasize that tourism had become a vital sector in a large number of countries in the region not only on account of its significant contribution to job creation but also its impact on the development of many other sectors of activity including hotel management, trade in souvenir articles, transport and communications. He also mentioned the rapid growth recorded in the tourism sector over the last fifteen years, which led to hotel infrastructural development, so much so that the present accommodation capacity of a number of countries in the region was far from being fully utilized. That situation was often exacerbated by the seasonal and cyclical nature of the tourism industry and adversely affected the level of net income accruing from tourism activities.

6. As a result, the Executive Secretary went on, greater attention was being paid to the development analysis and planning of tourism supply and demand by government agencies and enterprises. Nevertheless, the statistical data available to them which should enable them to successfully accomplish their tasks were far from being complete, reliable, up to date and comparable from one country to another.

7. The Executive Secretary therefore, called on the participants to identify the major shortcomings in the existing statistics systems and the ways and means of correcting them by adopting as a framework of reference international recommendations on the methodology of tourism data collection, processing and analysis.

8. In conclusion, the Executive Secretary urged the participants to come up with concrete measures and wished them full success in their deliberations.

9. On behalf of the Secretary-General of the World Tourism Organization Mr. Willibald Pahr, the representative of this organisation began by thanking the ECA Executive Secretary, Professor Adebayo Adedeji for inviting them to participate in the organization of the seminar on National Tourism Administrations in Africa. He also welcomed all the participants to the seminar and wished them success in their deliberations.

10. He stated that on the whole, there was need for improving employment conditions for tourism statisticians, failing which they would not be motivated in making this profession a career. It was necessary to strengthen the tourism statistics services in the various African countries particularly through employment conditions similar to those of statisticians employed in other sectors.

11. Before concluding his statement the representative of WTO stated that the WTO Secretary-General would like to assure the ECA and the representatives of all the African States that the recommendations of this joint seminar would be given all the necessary attention and that his Organization would keep them informed accordingly through its policy-making bodies and its statistics committee.

12. The ECA Executive Secretary thanked the WTO representative for attending the seminar and expressed satisfaction at the co-operation between the two institutions. He then declared the seminar on Tourism Statistics open.

13. As proposed by the Leader of the Rwanda delegation, the following officers were elected:

Chairman - Egypt
Vice-Chairman- Kenya
Rapporteur - Cote d'Ivoire.

14. Mr. Abdel Rahman Salim, Leader of the Egyptian delegation on behalf of the officers thanked the participants for the confidence reposed in them.

15. The following agenda was adopted:

1. Opening of the seminar

(a) Welcome address by the ECA Executive Secretary

(b) Address by the representative of the World Tourism Organization

2. Election of Officers

3. Adoption of the agenda and organization of work

4. Report on the "importance of tourism statistics and the need to harmonize the collection, processing and dissemination of tourism statistical data in Africa", presented by ECA

5. Report on the processing of tourism statistics at international level with special reference to the World Tourism Organization.

6. Processing of tourism statistics at national level: "Methods of collection, processing and presenting tourism statistics", presented by ECA

7. Proposals and recommendations for the harmonization of tourism statistics in Africa to be submitted to the Conference of African Ministers of Tourism

8. Any other business

9. Adoption of the Report and closure of the seminar.

D. SUMMARY OF THE PAPERS PRESENTED AND DEBATES

Importance of tourism statistics and the need to harmonize their methods of collection, processing and dissemination in Africa (Agenda item IV)

16. Introducing document TRANSCOM/TOU/84/4 relating to this item an official of the ECA Secretariat recalled the need to provide statistical data not only to measure the importance of tourism in the economic life of a country, but also to determine tourism flows and make short, medium and long term projections. He emphasized, however, that most of the current national tourism statistics systems in the region were still far from fully accomplishing their mission on account of financial, material and human constraints.

17. He then went on to draw the balance sheet of tourism statistics development in Africa. In his opinion, the measurement of domestic tourism flow had hitherto not engaged the attention of the specialized services while international tourism statistics continued to fall mainly within the purview of administrative services. The data thus collected had serious flaws due mainly to their limited coverage, poor quality of statistics form and the incoherence in the classification concepts and systems used. They were generally supplemented by an estimation of tourist expenditure made within the framework of the preparation of the balance of payments. However, the reliability of such an estimation often became doubtful because of the mediocre nature of the data sources.

18. Lastly, the ECA Secretariat official said that in his opinion the gradual establishment of integrated national tourism statistics systems remained the only effective way of remedying the situation. The major steps to be taken in that direction should include the establishment of a central organ for the data collection, processing and dissemination, the publication of a national directory of accommodation establishments, the harmonization of basic concepts and classification systems, the definition of a method for systematic and rational utilization of tourism statistics and their centralization in a data bank accessible to all users. Efforts aimed at ensuring gradual establishment of integrated national tourism statistics systems should not be confined to the improvement data collected by administrative services. These efforts should also be directed towards the formulation of programmes for periodic surveys, pursuant to international directives.

"Tourism statistics in Africa" document No. STAT/CBS/AF/1 presented by WTO

19. In his introduction, the representative of WTO first emphasised the usefulness of tourism statistics in African countries particularly to:

(a) enable policy-making bodies to determine levels of tourism demand and supply,

(b) facilitate the assessment of costs and socio-economic benefits of tourism at the level of the various countries and,

(c) assist planners of the public and private sectors to plan on short and medium term basis so as to maximise tourism benefits in African countries.

20. He also emphasized the need to attain a higher degree of standardisation of tourism statistics in the African region as far as the coverage of data, concepts and definitions were concerned ;

21. In order to improve the scope, level and quality of tourism statistics of African countries, the representative of WTO recommended the implementation of certain number of short and medium term objectives including the following specific actions:

(a) conduct of surveys on the expenses of visitors to supplement the data supplied by the Central Bank and better still to assess the economic impact of tourism in the African countries ;

(b) more rapid publication of tourism statistics;

(c) publication of tourism statistics directory by each country;

(d) adoption and application of international definitions and classifications in tourism statistics recommended by WTO

(e) improved system of collection, processing, analysis and presentation of tourism statistics particularly through the use of computers.

22. The presentation of the two reports was followed by statements by delegations on their national experiences in the collection, processing and presentation of tourism statistics.

23. It emerged from these statements that in most countries, there was the real need for reliable, comparable and regular statistical data so as to better grasp the overall tourism activities and to provide the various users and decision-makers with information on the actual contribution of tourism to the economic, social and cultural development of the countries.

The delegations deplored the fact that domestic tourism statistics did not often cover all tourism activities and the tools used were ineffective and that the delays in their presentation reduced their operational impacts. In most cases, the resources were clearly inadequate in relation to the role the bodies in charge of tourism statistics were to play at national level.

24. The delegations observed that there was the need to establish the necessary technical instruments for the accomplishment of their task. They therefore hoped the deliberations of the seminar would provide such instruments.

DISCUSSIONS

25. Some delegates asked for clarifications on the specific points in the different reports, to which appropriate replies were given by the two speakers.

26. Emphasis was placed on the importance of tourism indicators as vital tools for determining the usefulness of tourism in the economic life of countries, manpower and environment. It was necessary to clearly define these indicators, which could be the subject of another seminar. It would also be advisable that a meeting be held on the costs and benefits of tourism as well as the methods of analysing cases of indicators.

Participants approved the two documents submitted, the main points of which may be summed up as follows:

(a) establishment of statistical data banks at national and international levels;

(b) creation of a central directory on accommodation establishments and tourism enterprises;

(c) harmonisation of basic concepts. The need to implement a periodic survey programme at national level to supplement the basic data was also highlighted.

Agenda Item 5

(a) "Definitions and classifications" Document No. STAT/CEI/AF/2 presented by WTO.

27. The representative of WTO spoke on the criteria and the meaning of the definitions and classifications recommended by the Organisation in national and international tourism statistics. He therefore insisted on the need to harmonise the concepts, definitions and classifications of tourism statistics with those used by other international organisations in their respective areas of competence particularly with regard to international migrations, balance of payments and national accounting. The realisation of such a programme may be possible through cooperation between ECA, ILO and WTO. Besides, it was noted that although there existed the need to harmonise and standardise the methods, the size of the continent, the different cultural and technological levels as well as differences between the levels of development and the types of administrative, political and social organisations should be taken into consideration. Therefore, national development according to specific cases could be undertaken. However, these different experiences should help ensure global progress and promote cooperation.

DISCUSSIONS

28. During the discussions that followed the presentation of the report, the representatives of WTO and ECA provided clarifications.

It should be noted from the discussions

(a) that the classifications provided in the report were provisional whereas the definitions had gained international consensus. In view of the aforementioned, the classifications could be modified to take into account national requirements; the meanings in each case should be given in explanatory notes;

(b) that the basic concept presently adopted was the term "visitor" and that preference was given to "night of stay" in relation to the notion of "24" hours to indicate the minimum stay required; preference would also be given to classification according to "residence" instead of "nationality" as far as tourism statistics were concerned;

(c) With regard to the African region, classification of countries into sub-regions should take into account ECA classification, namely, MULPOC:

1. Tangiers MULPOC (North Africa)
Algeria, Egypt, Libya, Morocco, Tunisia, the Sudan;

2. Niamey MULPOC (West Africa)
Burkina Faso, Cape Verde, Cote d'Ivoire, The Gambia, Ghana, Guinea, Guinea Bissau, Liberia, Mali, Mauritania, Niger, Nigeria, Senegal, Sierra Leone, Togo;

3. Yaounde MULPOC (Central Africa)
Cameroon, The Congo, Gabon, Equatorial Guinea, Central African Republic, Sao Tome et Principe, Chad ;

4. Gisenyi MULPOC (Great Lakes Region)
Burundi, Rwanda, Zaire;

5. Lusaka MULPOC (Eastern and Southern Africa)
Angola, Botswana, The Comoros, Djibouti, Mauritius, Ethiopia, Kenya, Lesotho, Madagascar, Malawi, Mozambique, Uganda, Tanzania, Swaziland, Zambia, Zimbabwe.

The most important thing is that after the regrouping, a list should be prepared indicating member States belonging to each group.

(d) Establishment in member States of national statistics committees in charge of integrating the various types of statistics and methods of collection, processing, and presentation of statistics at national level

Embarkation/Disembarkation Cards as Source of Tourism Statistics (Document STAT/CEI/AF/3) (presented by WTO)

29. In his statement, the representative of WTO first recommended the use as wide as possible of embarkation/disembarkation cards by countries of the African region because the cards provided a relatively full coverage since all visitors had to complete them. At the moment, there were several versions of embarkation/disembarkation cards used in the Africa region. In order to separate the arrivals of visitors from arrivals of other categories of travellers not included in tourism statistics, embarkation/disembarkation cards should provide information on country of residence, purpose of visit and length of stay. There should be a greater coordination between the national tourism administration, immigration service, Civil Aviation and the Central Bureau of Statistics with regard to the processing of embarkation/disembarkation cards.

DISCUSSIONS

30. Discussions that followed the presentation of this document showed that it was necessary to have as much as possible standard model of card, and adaptations could be made according to national needs and requirements. The draft presented by WTO should at any rate not only be approved by tourism authorities but also be the subject of agreement by other administrations and bodies concerned with the movement of persons.

31. Embarkation/disembarkation cards constitute the main if not the only source of information on the movements of persons across the frontiers. It is important therefore that they should be used to collect tourism statistical data. It emerged from the exchange of views on the paper presented by WTO and the models currently used in African States that:

(a) The use of embarkation/disembarkation cards should not only be maintained but should as much as possible serve to determine the movements of tourists for all modes of transport;

(b) The cards should provide information on the place of residence (where the traveller has lived for one year), the main purpose of travel, (see classification) and the length of stay;

(c) written instructions should be given to border control officers on the model of cards proposed by WTO

Accommodation Statistics (STAT/CEI/AF/4

32. Introducing this document, the representative of WTO first pointed out that statistics to be collected from accommodation establishments could inter alia help:

(a) to measure the frequency and utilisation as well as seasonal variation of places offered in the hotels;

(b) establish the relationship between demand and supply in terms of accommodation and determine the occupancy rate according to regions of the country and types and categories of the establishments

33. He then enumerated a number of basic conditions which should be fullfiled so as to obtain qualitative statistical data, namely:

(a) the enactment of a legislation which would compel hotel managements to keep a register of their guests and the authorities to ensure the compliance of such a legislation;

(b) collection of data at the time of arrival of each guest, which should be transferred daily into registers;

(c) daily recording of the departure of guests;

(d) ensure that an employee of the hotel transfer each day the date from the register into the form.

34. For the surveys at the hotels to be effective, it was necessary that each country have a complete and up-to-date directory on accommodation establishments. A standard form should be used for data collection at the hotels to facilitate accurate completion of the form. Instructions for the completion of the form should specify two areas: definitions and norms for the transfer of the data which should in turn indicate two groups of general norms and specific norms for completing the form. These norms should be reproduced in an instructions manual placed at the disposal of the hotel managements.

35. It was decided that this report be compared with the one presented by ECA on agenda item 6 whose texts were to a large extent similar.

Report of the methods of collection, processing and presentation of tourism statistics in Africa (presented by ECA). (Agenda item 6)

36. After dealing with the definition of certain basis concepts, the rapporteur expatiated on the collection, processing and presentation of tourism statistics in African at national level. He also submitted for adoption by participants, the format of the tourism statistics directory to be published by member States. Models of tables were attached to this report which was then presented for comments from participants.

37. During the discussion that followed the presentation of this report, it was decided that document ECA/TEM/AF/2 "Definitions and classifications" presented by WTO should be integrated into the chapter of the ECA report dealing with definition of concepts. In that connection, it was recommended that member States which would include students in tourism flow should mention that in their publications.

38. The model of embarkation/disembarkation card presented by WTO could be completed with information on modes of transport. However, the signing of these cards as well as the accommodation used by the visitors were left at the discretion of states until the need arose for information as to whether or not the tourist used commercial establishments.

39. Furthermore, it was recommended that member States should publish annually the tourism statistics directory, of which the list of basic tables was adopted as follows:

I. Tourism offer

(a) Total accommodation capacity (room/bed);

(b) Sampling survey accommodation capacity;

(c) Accommodation capacity according to Administrative region/province;

(d) Accommodation capacity (room/bed) according to category of accommodation establishment;

(e) Evolution of accommodation capacity over the last three years.

II. Tourism demand: arrivals

(i) Frontiers;

(a) Global monthly arrivals at accommodation establishments and for all modes of transport;

(b) Global arrivals at frontiers according to purpose of travel;

(c) Global arrivals at frontiers according to mode of transport;

(d) Annual arrivals of non-residents according to country of residence;

(e) Monthly arrivals of non-residents according to country of residence;

(ii) Accommodation

(a) Monthly arrivals of non-residents in tourist accommodation establishments;

(b) Global arrivals of tourists in all accommodation establishments of the country;

(c) Monthly arrivals of residents in provinces;

(d) Monthly arrivals of residents according to type of accommodation establishments;

(e) Monthly arrival of non-residents according to type of accommodation establishments;

(f) Global monthly arrivals according to region/province;
Global arrivals according to type of tourist in the country as a whole;
Arrivals of residents according to type of hotel and mode of transport;
Arrivals of non-residents according to type of hotel and mode of transport;

(g) Arrivals according type of hotel and mode;
Global arrivals according to type of hotel and mode of transport;

(h) Arrivals according to purpose of travel and mode of transport;
Arrivals of non-residents according to purpose of travel and mode of transport;
Arrivals of residents according to purpose of travel and mode of transport;

(i) Seasonal nature of international tourism;

(j) Distribution of global arrivals according to tourism region .

III. Overnight stays

(a) Global monthly nights of stay in accommodation establishments;

(b) Global nights of stay by non-residents according to country of residence;

(c) Monthly nights of stay by non-residents according to country of residence;
Monthly nights of stay by non-residents according to country of residence and type of hotel accommodation;
Global nights of stay by residents in accommodation establishments and according to administrative region;

(d) Characteristics of international tourism according to generating markets;

(e) Monthly nights of stay by non-residents;

(f) Distribution of global nights of stay according to tourism region;

(g) Nights of stay according to category of tourism establishments;

(h) Nights of stay according to category of hotel accommodation and mode of transport;

(i) Nights of stay according to purposes of travel and mode of transport

IV. Occupancy ratio

(a) Monthly occupancy ratio according to room/bed in tourist accommodation establishments;

(b) Monthly occupancy ratio according to category of accommodation establishments;

(c) Occupancy ratio according to bedroom/beds and tourist category;

(d) Occupancy ratio according to rooms and beds and tourism region

V. Length of stay

(a) Average length of stay for all the tourists in the commercial accommodation establishments;
Average length of stay covering all the tourists throughout the country;

(b) Average length of stay of non-residents in the country;
Average length of stay of non-residents in commercial accommodation establishments;

(c) Average length of stay of non-residents according to country of residence;

(d) Average length of stay for all tourists;

(e) Average monthly length of stay of non-residents according to country of residence;

(f) Length of stay according to tourist region.

VI. Economic data on hotel industry

(a) Gross income in foreign currency from international tourism;

(b) Monthly distribution of international tourism income according to region;

(c) Employment per region and per category of lodging establishment;

(d) Salaries allocated by tourism (hotel trade, travel agencies);

(e) Salaries paid to expatriates.

These tables would be prepared on the basis of available data on the questions completed by accommodation establishments (hotel statistics) and information collected from frontier control statistics. It was recommended that instead of classification according to country of residence, preference should be given to classification according to nationality. However in view of national peculiarities, the two tables could be prepared.

40. Delegations hoped that other methods for data collection on tourist movement, namely sample surveys and different methods of survey would be the subject of meetings to be convened as early as possible so as provide member States with effective instruments for assessing the contribution of tourism to the economic, cultural and social development of countries.

41. It was also proposed that member States should take steps to introduce legislation and regulations to ensure that tourism activities provide the information required for the compilation of tourism statistics.

Proposals and recommendations to be submitted to the Conference of African Ministers of Tourism (Agenda Item 2)

42. The last session was devoted to the finalisation and adoption of proposals and recommendations to be submitted to the next session of the Conference of African Ministers of Tourism.

43. Participants adopted the reports submitted during the seminar as amended in the light of observations made during the deliberations.

44. With regard to document TRAVCOM/TRU/86/3 relating to the compilation, processing and presentation of domestic tourism statistics, it was decided that before its distribution to member States the following should be incorporated:

(a) inclusion of definitions contained in the report STAT/CRT/AF/2;

(b) revision of the list of the different tables to be prepared by member States;

(c) inclusion of the recommendations and amendments proposed by participants, so that the final formulations could be sent to member States.

45. Besides, delegations emphasized the need to ensure a wide dissemination of the results of the seminar among member States including those which did not attend.

The following recommendations were adopted:

(i) It is desirable that there should be close co-operation among the authorities responsible for the application of methods for the collection, processing and dissemination of border control statistics and the authorities responsible for the development of tourism in the States. Besides, appropriate technical training should be given to immigration, police and customs officers to enable them to better grasp tourism statistics through the introduction of on-the-job tourism statistics courses. In this regard, National Tourism Administrations should alert the services concerned to the importance and objectives of tourism statistics as well as the need to have relevant information on the movement of tourists.

(ii) It is recommended that member States collect information on the arrival and departure of visitors at all frontier posts through the use of a standard embarkation/disembarkation card which provides, in addition to the information required by the immigration services, data on the movement of tourists, namely:

- country of residence;
- length of stay;
- mode of transport;
- purpose of visit and, where necessary;
- use of commercial accommodation.

(iii) National Tourism Administrations should publish annually a statistics directory containing information on tourism supply and demand, accommodation, length of stay, occupancy rate, economic activity of hotels and tourism industry and the human resources of the tourism sector. In this connection, a minimum list of tables to be included in these directories was adopted.

(iv) Professional training programmes for statistics staff should be implemented at national level. In this regard, the existing training facilities could be used such as the universities, statistics bureaux, municipal centres and other national training institutions. ECA, WTO and any other organisation engaged in tourism activity are called upon to take the necessary steps which will enable member States to benefit from their experiences in tourism statistics and to systematically impart their technical knowledge in the form of manuals, studies etc... in the collection, processing and dissemination of tourism statistics.

(v) As part of the harmonization of the methods for the collection, processing and dissemination, the following measures should be taken:

- Creation of a central body responsible for tourism statistics at national level;

- Publication of a central directory on accommodation establishments;

- Harmonization of basic concepts, definitions and systems of classification used within the framework of data collection;

- Implementation of periodic survey programmes to supplement the basic data;

- Formulation of a method for systematic and rational utilisation of tourism statistics and their centralization in a data bank accessible to all the users.

(vi) National Tourism Administrations should endeavour to ensure the preparation and regular publication of tourism statistical tables.

(vii) African tourism statistics experts should insist on the need for the adoption by member States of harmonized concepts and systems of classification.

(viii) ECA and WTO should assist States to set up the required mechanism for the collection, processing and dissemination of tourism statistics which should cover hotel statistics and frontier arrivals, tourism income and expenditure.

(ix) ECA and WTO in close co-operation with subregional intergovernmental organizations should organize as early as possible a technical seminar on the methods of processing tourism statistical data for the benefit of African statistics staff. These seminars should be organized at the subregional level.

(x) ECA and WTO should consider the possibilities of undertaking technical assistance missions in the field of tourism statistics to States which so request.

(xi) Legal measures should be taken at national level to compel as large a number as possible of accommodation establishments to keep registers of guests as well as any document necessary for the preparation of the tourism statistical directory and similar publications. These measures should apply to all commercial accommodation establishments.

In order to ensure integration and comparability of the data collected from the establishments, it is recommended that a standard model of hotel registration card should be adopted.

(xii) It is recommended that co-operation among various agencies of the United Nations family such as the United Nations Development Programme (UNDP), the International Labour Organization (ILO), and ECA together with the World Tourism Organization help member States set up operational tourism statistics and scientific research systems necessary for harmonious and effective development of the tourism sector.

Following the adoption of the recommendations and the report of the seminar (agenda item 9), the Chairman expressed satisfaction at the quality of the documents and the high level of participation as well as the concrete results obtained.

He congratulated the United Nations Economic Commission for Africa for organizing the first seminar in Africa on the collection, processing and presentation of tourism statistics. He expressed the hope that those items that could not be examined would be considered in a very near future during seminars sponsored not only by ECA and WTO but also by other international institutions and organizations.

The Chairman also expressed satisfaction at the fruitful co-operation between WTO and ECA and hoped that it would be further strengthened for the benefit of the member States. He availed himself of the opportunity to congratulate the two organizations on the quality of the reports presented.

The ECA Representative thanked the participants for their contribution to the success of the seminar and reiterated ECA's readiness to do everything possible to give tourism the place it deserved in the economic, social and cultural development of Africa.

ECA would leave no stone unturned for the tourism industry to be provided with the necessary human and technical resources for its development to the benefit of the African populations.

The Representative of WTO for his part reiterated his organization's genuine desire to strengthen co-operation between WTO and ECA in order to make their resources available to African states. He also expressed satisfaction at the good relations between WTO and ECA and the quality of the work as well as the results obtained.

Before the Chairman declared the seminar closed, the ECA secretariat commented on the participants' impression of the seminar, which was generally positive as reflected in Annex IV.

ANNEX I

LIST OF THE DOCUMENTS OF THE SEMINAR

ECA Documents

TRANSCOM/TPU/88/3 - Methods of collection, processing and presentation of tourism statistics.

TRANSCOM/TPU/88/4 - Importance of tourism statistics and the need to harmonize their methods of collection, processing and dissemination in Africa.

WTO Documents

STAT/SEM/AF/1 - Tourism statistics in Africa

STAT/SEM/AF/2 - Definitions and classifications

STAT/SEM/AF/3 - Embarkation/Disembarkation Cards as source of Tourism Statistics.

STAT/SEM/AF/4 - Accommodation statistics

ANNEX II

PARTICIPANTS' EVALUATION OF THE SEMINAR

A questionnaire for the evaluation of the seminar was handed to participants. All delegations kindly accepted to answer the questions on the questionnaire. In some cases, the questionnaires were filled in by various participants of the same delegation.

Here are the answers and comments furnished:

1. Duration of seminar

Almost all participants felt that the duration of the seminar was either suitable or too short.

It is advisable that a seminar of this nature should last for at most one or two weeks.

2. Daily programme of work

Generally, participants felt that the daily programme of work was too full. This opinion is certainly related to the seminar's duration being considered too short.

3. Content of the seminar compared with what was expected

All answers were favourable but then at various degrees. Most participants felt that the seminar sufficently or largely met their expectations.

This is a very good result especially if we consider that the seminar was the first of its kind.

4. General level of the seminar

All participants, with the exception of two with contrary views, considered the general level of the seminar appropriate. When account is taken of the topic discussed, tourism data which, essentially, present a practical and methodical aspect, it can be said that we are very satisfied with this overall impression.

5. Interest resulting from topics discussed

Half of the participants found all topics discussed interesting. Some topics drew particular attention, notably:

- hotel data
- data gathering
- definitions

6. Undiscussed or insufficiently discussed topics:

Some participants felt that certain topics were undiscussed or insufficiently discussed.

The participants made several interesting suggestions. These suggestions dealt with points which should necessarily lead to studies, further studies and subsequent meetings.

7. Suggestions to improve the seminar

Participants made many proposals relating to the preparation and presentation of documents, the conduct of debates.

ECA will certainly consider these proposals in the preparation and organization of future seminars.

8. Length of papers, debates and visits

A few pertinent remarks were made on the following points:

- papers, generally, too long;
- time allotted to debates, too short;
- no organized visits.

For sure, the keen interest in topics discussed called for exhaustive papers. This perforce limited the time allotted to debates.

Since discussion of these topics was compulsory, the general complaint was that the duration of the seminar was too short.

ECA has taken note of the need to organize visits during seminars.

9. General level of papers

All participants considered the general level of papers presented good or excellent. This opinion applied to :

- the presentation of papers by lecturers

- the ability of lecturers to discuss the subjects

10. Relations between participants and lecturers

The exchange of views was good between participants and:

- the lecturers and leaders of debates ;

- fellow participants.

This assessment makes it possible to appraise the homogeneity of the group of participants. This is indeed fundamental to the interest in and the effectiveness of a seminar.

11. Usefulness of the seminar at the professional level

Participants answered this question very favourably. This portrays their high degree of professionalism.

12. Application of knowledge acquired during the seminar

Nearly all participants were ready to apply the knowledge acquired during the seminar which, in the final analysis was very useful.

13. Need to organize another seminar on the same topics.

The answer is in the affirmative if the objective is to organize similar seminars in each country. The answer furnished, notwithstanding the interest to organize seminars locally, is significant as there is a very great need to divulge and train.

14. Aspects uncovered by the seminar

Many good suggestions were made on this point. ECA will consider them in programming its future activities.

In conclusion, participants felt thatdespite a few hitches, the seminar was interesting and useful. They stated their readiness to apply lessons from the seminar. It can therefore be said that the objective set for the seminar was finally achieved.

ANNEX III

ECA'S OBSERVATIONS AND THE PARTICIPANTS' IMPRESSION ON THE SEMINAR AS A WHOLE

1. Attendance

The number of participants of the seminar was quite large. Thirteen (13) countries were represented to which should be added a fourteenth country which arrived late in Addis Ababa. Participants formed a homogeneous group composed of tourism experts imbued with a great sense of duty and progress.

2. Preparation

The delegates carefully prepared their participation in the seminar. They gave an account of the tourism situation in their countries. They made comments on the documents they received.

3. Contribution

Discussions have been lively throughout the seminar. All the participants should be commended for their frankness and spontaneity during the discussions and for their concern for improvement in the documents submitted to them.

4. Recommendations

The recommendations made were timely and relevant. They no doubt helped resolve many problems and make in-roads in the various areas of tourism statistics.

5. General impression

This first seminar on tourism statistics has at last attained some of the objectives set. However, it cannot be claimed that all the problems have been resolved.

The essential thing is that the course has been carted and that each and everyone is determined to forge ahead.

ANNEXE IV

LISTE DES PARTICIPANTS / LIST OF PARTICIPANTS

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ANNEXE IV

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